



Telecommunications Bulletin

Customer Service Center (CSC)

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Centrex to Voice over IP (VoIP) Migration Update

The Centrex to VoIP Migration Project kicked off on June 10 and continues today with migrations occurring each week. CMS, Netech (VoIP vendor) and Ficek (wiring vendor) have been working diligently to complete this project as efficiently as possible so we can provide agencies substantial cost savings and advanced phone features.

By the end of August, there will be 2,386 Centrex devices converted to VoIP at 29 separate sites in Springfield. Another 1,000 devices will be migrated by the end of September.

CMS continues to move forward with preparations for the implementation of Cisco Jabber for VoIP Users on the Illinois.gov domain. Jabber provides instant messaging capabilities and integration with Outlook and the VoIP system for presence and dialing through Outlook. Details regarding the deployment of Jabber will be coming soon.

VoIP migrations past September will be delayed until the State's budget is approved and additional equipment can be ordered. While migrations are delayed, we will continue working on this project:

- CMS will continue working with agencies reviewing existing EMS Centrex inventory in preparation for the migration of these lines to VoIP. This has proven to be a valuable exercise with the migrations we have completed. By working together with agencies, we have been able to disconnect at least 165 Centrex lines furthering the State's overall cost savings achieved for this migration.
- CMS will continue to work with agencies to define inside wiring needs and costs.
- Netech will continue prepping for future deployments including accelerating the schedule.
- CMS LAN team will continue with LAN upgrades and agencies that manage their own LANS should continue with upgrades.

Thank you to the Agency Telecom Coordinators for your cooperation and hard work in support of this project. If you have questions regarding this project please call Alex Jones at 217-557-8334 or Vernon Burchett at 217-785-9033.